

access

AGENDA

COMMUNITY ADVISORY COMMITTEE (CAC) MEETING

Tuesday, June 12, 2018

1:00 pm – 3:00 pm

Los Angeles County MTA

Gateway Conference Room, 3rd Floor

One Gateway Plaza

Note: The Strategic Planning Subcommittee will take place immediately after the CAC meeting

| <i>Time</i> | <i>Item</i> | <i>Description/Presenter</i> | <i>Disposition</i> | <i>Pages</i> |
|-------------|-------------|--|--------------------|--------------|
| | 1. | Call to Order | Action | |
| 10 | 2. | Introductions | | |
| 2 | 3. | Review & Approval of Minutes of May 8, 2018 | Action | 4-10 |
| 20 | 4. | General Public Comment | Information | |
| 15 | 5. | Report from Board of Directors/ Director Martin Gombert | Information | |
| 10 | 6. | FY19 Draft Budget/ Hector Rodriguez | Presentation | |
| 10 | 7. | QSS Leadership Ratification/Rycharde Martindale-Essington | Possible Action | 11-12 |

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|----|-----|--|--------------------|
| 10 | 8. | Parents with Disabilities Update/ Eric Haack | Information |
| 5 | 9. | CAC Officer Nominations Subcommittee/Matthew Avancena | Possible Action |
| 15 | 10. | OPS Update/ Faustino Salvador | Presentation |
| 10 | 11. | September CAC Meeting Announcement/ Matthew Avancena | Announcement |
| 5 | 12. | Spirit of Accessibility Award Announcement/ Matthew Avancena | Announcement |
| 20 | 13. | Member Communication | Information |
| 3 | 14. | New Business Raised Subsequent to the Posting of the Agenda | Possible Action |
| | 15. | Adjournment | Action |

Access Services does not discriminate on the basis of disability. Accordingly, Access Services seeks to ensure that individuals with disabilities will have an equal opportunity to participate in the range of Access Services events and programs by providing appropriate auxiliary devices and services to facilitate communication. In determining the type of auxiliary devices and services for communication that will be provided, primary consideration is given to the request of the individual with disabilities. However, the final decision belongs to Access Services. To help ensure availability of those auxiliary devices and services you require, please make every effort to notify Access Services of your request at least three (3) business days (72 hours) prior to the meeting in which you wish to utilize those devices or services. You may do so by contacting (213) 270-6000.

Note: Access Services Community Advisory (CAC) meetings are held pursuant to the Ralph M. Brown Act [Cal. Gov. Code §54950] and are open

to the public. The public may view and obtain all written information supporting this agenda provided both initially and supplementally prior to the meeting at the agency's offices located at 3449 Santa Anita Avenue, El Monte California and on its website at <http://accessla.org>. Documents, including Power Point handouts distributed to CAC by staff or CAC members at the meeting will simultaneously be made available to the public. Two opportunities are available for the public to address the CAC during a CAC meeting: (1) before a specific agendized item is debated and voted upon regarding that item and (2) general public comment. The exercise of the right to address the CAC is subject to restriction as to time and appropriate decorum. All persons wishing to make public comment must fill out a yellow Public Comment Form and submit it to the CAC secretary. Public comment is generally limited to three (3) minutes per speaker and the total time available for public comment may be limited at the discretion of the Chair. Persons whose speech is impaired such that they are unable to address the board at a normal rate of speed may request the accommodation of a limited amount of additional time from the Chair but only by checking the appropriate box on the Public Comment Form. Granting such an accommodation is in the discretion of the Chair.

The CAC will not and cannot respond during the meeting to matters raised under general public comment. Pursuant to provisions of the Brown Act governing these proceedings, no discussion or action may be taken on these matters unless they are listed on the agenda, or unless certain emergency or special circumstances exist. However, the CAC may direct staff to investigate and/or schedule certain matters for consideration at a future CAC Meeting.

"Alternative accessible formats are available upon request."

MINUTES

Community Advisory Committee (CAC) Meeting

May 8, 2018

1:00 pm – 3:00 pm

CALL TO ORDER

Matthew Avancena, Access Services Senior Manager for Government Affairs and Planning, called the meeting to order at 1:05 p.m. in the absence of both Chairperson Michael Conrad and Vice-Chairperson Maria Aroch.

INTRODUCTIONS

CAC Members Present: Dina Garcia, Gordon Cardona, Jesse Padilla, Kurt Baldwin, Liz Lyons, Marie Francois, Michael Arrigo, Olivia Almalel, Tina Foafoa and Wendy Cabil.

Board Members Present: Dolores Nason.

Access Services Staff Present: Matthew Avancena, Art Chacon, Sharon Astier, LaTisha Wilson, Eric Haack, Mike Greenwood, Rogelio Gomez, Karina Abrica and Brian Selwyn.

CAC Members Not Present: Chairperson Conrad, Vice-Chairperson Aroch, Rachele Goeman and Terri Lantz.

Guests Present: Ariana Helguera (Global Paratransit, Inc.), Victor Garate (Global Paratransit, Inc.), Jackie Sanchez (CTI), Evette Villava (SGT), Michael Sherer (Rider), Victor Dominquez (Rider), William Zuke (Rider), Mary Griffith (Rider), Desiree Boykin (Guest), Wilma Ballew (Rider), Yael Hagen (Rider), Aurora Delgado (CTI), Katherine George Chu (Guest), Lenix Batres (Rider), Beatrice Lara (MV Transportation) Jesse Ortiz (MV Transportation), Joanna Faunce (MTM), Annette Arriola (Alta Resources) and Daisy Saavedra (Alta Resources)

REVIEW & APPROVAL OF MINUTES

Matthew Avancena asked for a motion to approve the May 8, 2018 minutes.

Motion: Member Arrigo
Seconded: Member Lyons.
Abstention: Member Almalel

PUBLIC COMMENTS

Lenitz Batres asked why Access does not participate in the Metro Bike Shared Ride Program.

Matthew Avancena assigned Eric Haack, Strategic Planner for Access Services to work with him on this matter.

William Zuke stated that he has been working with Mike Greenwood, Chief Operation Officer and Alex Chrisman, Project Administrator concerning appropriate site location for pick-ups and drop-offs at the Civic Center.

Matthew Avancena assigned Mike Greenwood, Director of Operations and Safety to this task.

Yael Hagen stated that the Parents with Disability program is due to end as of June 30, 2018. This program has been quite successful and has assisted many parents with disabilities in the San Fernando Valley area. Because of this program, parents have been able to take their children to and from school, in a safe and consistent manner. To lose this program would be devastating. She asked the CAC members to help find potential partners or funding resources to continue this program. In Addition, Mrs. Hagen thanked Board Member Nason for bringing this issue back before the Access Board of Directors. She encouraged everyone to support this program by attending the May 2018 Board meeting.

BOARD OF DIRECTORS REPORT

Director Nason provided a brief summary of April 23, 2018, Board meeting. The Board approved the agenda's consent calendar which included: (1) an item which will add network hardware and services; (2) a contract for audit services; and (3) reviewed the employee's benefits for the year 2018 - 2019; (4) extension of the Passenger Opinion survey; (5) authorizing a contract for medical reimbursement through the County of Los Angeles; and (6) amended the Board Stipend policy. In addition, Director Nason announced that the Board's July 2018 meeting would be dark. Director Nason further mentioned that the Board had awarded the contract for the provision of ADA paratransit service in the Northern region to MV Transportation. It is a five year based contract worth over \$186 million. She concluded her report by announcing the date of the next Board meeting in the Metro Board Room on May 21, 2018. She asked everyone to come out and support the Parents with Disabilities Program.

CAC NEW MEMBER SELECTION SUBCOMMITTEE

Matthew Avancena provided a brief report in the absence of Rycharde Martindale-Essington, Access Services Customer Relations Supervisor. He stated that the Subcommittee had a conference call meeting to vet and review the applicants for the current vacant CAC position. Member Baldwin completed the report's update as he stated that the Nomination Subcommittee met twice and determined that one of the candidates did not meet certain requirements and would not move on to the interview process. He concluded the report, the interviews would take place soon and the Subcommittee should have a final recommendation by the next CAC meeting.

Matthew Avancena postponed the QSS Task item to the June 2018 CAC meeting.

ON-TIME PERFORMANCE OVERVIEW

Mike Greenwood, Chief Operation Officer presented the On-Time Performance Overview due to the absence of Melissa Mungia. He provided information on the origination of Access standards. He stated that all of Access Services performances derived from the Federal Transit Administration (FTA) Circular 4710.1. The Complementary Paratransit Service covers the work done by Access Services in providing ADA Paratransit service within Los Angeles County. Mr. Greenwood provided information on what is considered On-time, early, and late. He stated that the industry standard for on-time performance ranges between 90 and 96 percent and this is tied to the 20 minute pick-up window. Access' on-time performance standard is 91% or better. Mr. Greenwood stated that all trips go through a GPS verification process to ensure that arrival occurs at the correct time and location. Currently, approximately 94 percent of trips are validated through the GPS process.

Member Cabil asked is it possible to pinpoint the actual dot location through GPS? Mr. Greenwood replied that the dot is very specific and the reading is approximately within 50 feet range. He would get back with an answer for the committee as to exactly how close the GPS could read.

Member Cardona then asked how often is the GPS software updated for the vehicles? Mike Greenwood replied by giving an example of the Santa Clarita region having just upgraded their GPS software with the Trapeze system and he put forth that it is very likely that the vehicles software packages were updated as well.

Next, Mr. Greenwood provided detailed data relating to the following items:

- System-wide On-time Performance FY15 - FY18 year-to-date (YTD)

- On-time Performance by Region FY18 YTD
- Early/On-time/Late FY18 YTD

According to the system wide numbers, approximately 2.9 million trips were performed, 56.76% of those trips arrived early and for 37.07% of these trips, the driver arrived within the 20 minute On-time window. In addition, late arrivals were at 8.18 percent. It was emphasized that riders do not have to board the vehicle if a driver arrives early.

Member Baldwin stated that he believes that Access' is using the 20 minute window as a routing tool to move the pick-up time into the 20 minute window without telling the drivers and riders. The ADA Circular states that riders should be contacted and made aware of any changes to their trips. The twenty-minute window should account for unexpected things, such as accidents.

Mr. Greenwood replied: "We are aware of the concern and it is not Access' intent to allow the contractors to change the riders pick-up time. Access' recently embarked on a new audit campaign in order to look at all of the rebooked trips that have been modified or delayed. We are putting procedures in place to prevent these things from happening. The contractor must document any trip changes requested by the rider in order to differentiate between a contractor or riders trip change request." An update will be provided at a future CAC meeting.

Member Almalel asked if early trips were considered a negative mark against the driver? Riders now have the ability to track drivers through an App. She noticed that a driver waited 15 minutes into the 20 minute-window and wondered if the driver was concerned about arriving early?

Mr. Greenwood replied that we generally don't get complaints about vehicles leaving early. We only get complaints from riders if they were pressured to leave early.

Member Padilla asked what factors could cause a vehicle to arrive early?

Mr. Greenwood replied that canceled trips are the most common reason for early arrivals.

Member Cabil asked if the booking of 3 trips at the same time is still occurring?

Greenwood replied that this issue is being investigated and it happens mainly in the Antelope Valley area.

Member Arrigo stated that maybe now is a good time to explain modify time. He just recently found out about it and some people may not be aware of the procedure to modify their trip.

Mr. Greenwood then gave two scenarios of trip modification. In the first scenario, contractors could be running late and they go into the computer system to change riders scheduled pick-up time from 3:00 pm to 3:15 pm to allow them enough time to

get caught up. The contractor may or may not notify the rider. In the second scenario, a rider may call to modify their pick-up time due to a meeting ending early. Contractors are required to make note of all trip modifications in their software and they should contact the rider as to any change to their trip.

Member Francois requested a break-down by region of the 181,598 late 1 trips at 21-35 minutes.

Mr. Greenwood replied that he would email that information to the CAC Members.

Member Cabil asked if modification could be used to avoid the late category?

Mr. Greenwood replied "yes" and that's why we are trying to put an end to it.

Public comment:

Yael Hagen stated that the pick-up time window is artificial and therefore unforeseen circumstances are recognized by regulation. She feels the window is more about the penalty and the back part of the business. She stated that when we are talking about pick up time we are not talking about windows. The numbers presented do not come close to the riders experiences and she would like to see the numbers match the customer's experiences.

OPERATIONS PERFORMANCE UPDATE

Rogelio Gomez, Operation Manager, presented the Operations Performance Report for April 2018. The presentation detailed Key Performance Indicators (KPIs) by region, identifying the standards for each category system-wide. All KPIs were met with the exception of Calls on Hold-Estimate time of Arrival (ETA).

Mr. Gomez reviewed the following April highlights:

- Access Services hosted the Federal Transit Administration for the Triennial Review of Access
- San Gabriel/Pomona Regional Center 7th Annual Emergency Preparedness Expo
- Southern Region contractor implemented new service animal training for drivers
- Staff attended Driver Training at Eastern and Southern Regions
- Northern Region Contract awarded to MV

Matthew Avancena announced that the Board Box will be provided at all CAC meetings.

Public Comment:

Yael Hagen stated that the 20 minute window is being used by providers to assign trips that can not be performed with or within the twenty-minute window, especially for early morning trips. The providers are using the 20 minute window as a dispatch tool rather

than for unforeseen issues.

SUBCOMMITTEE UPDATE

None.

MEMBER COMMUNICATION

Member Arrigo shared that he wishes he were able to support the Parents with Disabilities Program financially with a grant. He truly supports the program and thinks it one of the best program within Access Services.

Member Baldwin clarified a previous statement pertaining to serving on an appeal panel. He stated, "he would always decide on the side of riders until Access' stop implementing punitive policies." He has seen changes within Access Services and has not seen any introduction pertaining to punitive policies. Secondly, he announced the Paratransit Riders Coalition Annual Meeting would take place on June 4, 2018, at the California Endowment. Contact Mr. Baldwin for further information.

Member Francois- none.

Member Almalel thanked everyone for his or her support and efforts into Access paratransit. The service has totally changed her life and there is always room for improvement. She is an ambassador for Triumph Foundation and thanked Access' for coordinating trips to the Sports Festival at the Santa Clarita Sports Complex. Lastly, Member Almalel stated that she works at Cedar Sinai Medical Center and asked if the Geo Stand Location project is still going forward?

Matthew Avancena replied that he would discuss with staff and respond back with an answer.

Member Garcia shared that the Parents with Disabilities program will end June 30, 2018. This program is well needed to help support parents in transporting their children to and from school. Lastly, she mentioned that one of the misconceptions pertaining to drivers is that drivers need additional training.

Member Cardona- none.

Member Foafoa thanked Access' and the providers for their efforts in providing service to the riders.

Member Cabil thanked Access on behalf of Antelope Valley for all the services they provide. She announced that the month of May is Mental Health awareness Month and to see her for other event announcements.

Member Lyons stated that she belongs to San Fernando Mental Health program and many of the participants are Access riders. They are in need of Access' coupons in order to make it to their doctor appointments. Support by donating coupons.

Member Padilla shared his visit at the new eligibility building located in Commerce. He toured the facility and was able to view the evaluation process and found it to be interesting.

Matthew Avancena announced the Board meeting would be on Monday, May 21, 2018, due to the Memorial Day holiday.

Director Nason shared that she listened to many of the CAC members expressing how thankful they are for Access Services and we should be thanking the CAC Members. The Board depends on the CAC and cannot make any decisions without their input. She stated, "what you do is so important!"

NEW BUSINESS RAISED SUBSEQUENT TO THE POSTING OF THE AGENDA

None.

ADJOURNMENT

Matthew Avancena requested a motion to adjourn the meeting.

Motion: Member Arrigo

Second: Member Almalel

The meeting adjourned at 2:20 pm.

June 12, 2018

TO: ACCESS COMMUNITY ADVISORY COMMITTEE

FROM: R. P. Martindale-Essington, Customer Relations Advocate

RE: QSS Leadership Ratification Recommendation

ISSUE:

In keeping with the provisions set forth in the CAC Bylaws regarding the selection of a Chairperson and Vice-Chairperson for the Quality Services Subcommittee (QSS), it is required that the CAC recommend candidates to the Chairperson of the Access Board of Directors.

BACKGROUND:

Section 1.2 of Article 6: Subcommittees, states that the Chairperson and Vice-Chairperson for the QSS shall be presented to the CAC for approval, serving a one-year term beginning September 2018, using the process outlined in Article 5: Officers. Article 5, Section 3.2 asks that CAC committee members recommend a QSS Chairperson and Vice-Chairperson for consideration by the Access Services Board of Directors Chairperson.

On May 31, 2018, in a selection process, which included: a written QSS Leadership application, an in-person interview, and a benchmarked rating system, two CAC voting members assisted in determining the top two of three candidates. The two voting CAC members who assisted were Kurt Baldwin and Tina Foafoa. Michael Arrigo who also on the interview panel was unable to participate.

RECOMMENDATION:

That the CAC vote to approve Myrna Cabanban as QSS Chairperson and Michael Conrad as QSS Vice-Chair and that this approval be submitted to the Access Services Board of Directors Chairperson for ratification.